



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**TCG Illinois**  
**for quarter ending September 30, 2010**

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	2.00	1.40	1.60	1.67
B. Operator Answer Time - Information [730.510(a)(1)]	6.47	6.40	4.37	5.75
C. Repair Office Answer Time [730.510(b)(1)]	101.00 *	36.00	42.00	59.67
D. Business or Customer Service Answer Time [730.510(b)(1)]	17.00	9.50	11.50	12.67
E. Percent of Service Installations [730.540(a)]	94.34%	96.81%	94.67%	95.27%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	100.00%	89.74% *	100.00%	96.58%
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	0.23	0.26	0.23	0.24
H. Percent Repeat Trouble Reports [730.545(c)]	0.00%	9.66%	3.17%	4.28%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	3	1	1	2

**Comments**

Data for TCG Chicago, TCG Illinois and TCG St. Louis (collectively "TCG"). Item C results for Jul due in part to weather & underlying vendor migration. F results as per PA 096-0927. F results in Aug missed by one trouble. Qtly Avg = >96%.



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